

**KY Department for Behavioral Health,
Developmental & Intellectual Disabilities**

Quality Management Outcomes Team

Meeting Agenda

June 17, 2010 12:30 p.m. – 4:00 p.m. (EST)

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**Meeting Overview:** Today's focus includes our continued conversation (through August) to improve the "Consumer Perception of Care Survey" and two presentations related to managing quality improvement.  
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1. Welcome & Introductions

2. Training / Discussion

- Perception of Care - Adult MHSIP and YSS-F
 - Current Processes
 - What doesn't work? What works?
 - One Region's Process as an Example
 - Implementation
 - Pilot Studies
 - Cumberland River volunteered to pilot test the paper forms (non-scantron) at a site this year. It is hypothesized that this would result in improved response rates per domain.
 - Bluegrass volunteered to pilot test the web application of the MHSIP Adult Survey; RDMC will loan the computers for the site for this pilot. The preferred season for this pilot is summer 2010.
- Strategies for Reduction of Hands-On Interventions for Children in an Inpatient or Partial Hospital Setting by Nan Genter, *NorthKey*
- An Introduction to Lean and Six Sigma by Kelly Roggenkamp, *American Society for Quality (ASQ)* - the world's leading membership organization devoted to quality for the past 60-years.

3. Data Review

▪ **Service Utilization Report**

Today's review invites all specific questions Centers have from their own internal review.

The Service Utilization Report is used internally to identify areas where service reporting may need improvement. This report reflects the basic service delivery information as reported from the Centers with removal of duplication of service event records and is considered foundational to quality improvement efforts at the Department.

Update: This report is available at each CMHC Regional Login Page under the "Reports (all regions)" drop-down listing. Both the annual version and a year-to-date version is available; the latter includes the ability to drill-down to a specific month's data.

4. Updates

- NIATx funding awards - Update

5. Next: Meeting Schedule

The next QMOT meeting is:

DATE: August 26, 2010

TIME: 12:30 p.m. – 4:00 p.m.

LOCATION: Option A) in person – KBHDID, 100 Fair Oaks Lane 4th floor, Frankfort, KY
"Small Conference Room"

Option B) video conferencing - Meeting Room #: 1801364

Option C) teleconference (audio only)

1. Dial (502) 875-9991 You will hear a voice prompt asking you to enter your conference ID followed by the # sign.
2. Enter "1801364#".
3. You will be automatically joined into the conference.

This group meets bimonthly 4th Thursday 12:30 p.m. – 4:00 p.m. (*Eastern Standard Time*)

Please check the QMOT web site for updated details on calendar events:

<http://mhmr.ky.gov/cmhc/qmot.asp>

Fiscal Year 2011

- **October 28, 2010 (need to reschedule)**
- **December 9th, 2010 (rescheduled due to holiday)**
- **February 24, 2011**
- **April 28, 2011**
- **June 23, 2011**